# Notice of References Cited Application/Control No. 09/747,645 Examiner Romain Jeanty Applicant(s)/Patent Under Reexamination GUPTA ET AL. Page 1 of 4

## **U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α	US-			
	В	US-			
	С	US-			
	D	US-			
	Ε	US-			
	F	US-			
	G	US-			
	H	US-			
	_	US-			
	J	US-			
	К	US-			
	L	US-			
	М	US-			

### **FOREIGN PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	Ν				·	
	0					
	Р					
	σ					
	R		•			
	S					
	Т					

### **NON-PATENT DOCUMENTS**

	·	<u> </u>
*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U A	Deleryd, Mats; "On the Gap between theory and practice of process capability studies", 1998, The International Journal of Quality and Reliability Management, Bradford, Vol. 15, Iss. 2 pg. 178
	٧ -	"A SAS Institute White Paper: The Quality Data Warehouse – serving the analytical needs of the manufacturing enterprise", © 1999, SAS Institute, pp.1-11
	w.	Davis, Robert D; et al.; "Detecting Process Shifts with X-bar charts", First Quarter 1993, Production and Inventory Management Journal, 34, 1, ABI/INFORM Global, p.25
	х.	Harry, Mikel J; "Six Sigma: A breakthrough strategy for profitability", May 1998, Quality Progress, 31, 5; ABI/INFORM Global, p.60,

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

## Notice of References Cited Application/Control No. O9/747,645 Examiner Romain Jeanty Applicant(s)/Patent Under Reexamination GUPTA ET AL. Page 2 of 4

## **U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α	US-			
	В	US-	_		
	С	US-			
	Ď	US-			
	Е	US-			
	F	US-			
	G	US-			
	Н	US-			
	I	US-			
	J	US-			
	к	US-			
	L	US-			
	М	US-			

### FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name ,	Classification
	N					
	0					
	Ρ	,		· · -		
	a					
	R					
	S					
	T					

### **NON-PATENT DOCUMENTS**

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)					
	υ	Benchmarking field services using a zero defects approach Ravi S. Behara, Jos G.A.M. Lemmink. The International Journal of Quality & Reliability Management. Bradford:1997. Vol. 14, Iss. 5, p. 512-526				
	٧ -	Six sigma, e-commerce pose new challenges Jenny Kendall, Donna O Fulenwider. Quality Progress. Milwaukee:Jul 2000. Vol. 33, Iss. 7, p. 31-37 (7 pp.)				
	w ,	The power of Six Sigma in practice David Hutchins. Quality Focus. Bradford:Second Quarter 2000. Vol. 4, Iss. 2, p. 26-33 (8 pp.)				
	x ·	Metrics for the Order Fulfillment Process (part 1)  Arthur M Schneiderman, Journal of Cost Management. Summer 1996, Vol. 10. No. 2, p.c1-13. retrieved from the web at: www.schneiderman.com/AMS_publications/Metrics%20for%20Order%20Fulfillment/OTD-1.doc				

<sup>\*</sup>A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYYY format are publication dates. Classifications may be US or foreign.

## Notice of References Cited Application/Control No. 09/747,645 Examiner Romain Jeanty Applicant(s)/Patent Under Reexamination GUPTA ET AL. Page 3 of 4

## **U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α	US-			
	В	US-			
	С	US-			
	D	US-			
	Ε	US-			
	F	US-			
	G	US-			
	Н	US-			
	-	US-	· <del></del>		
	J	US-			
	κ	US-			
	L	US-			
	М	US-			

## FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	Ν					
	0					
	Р					
	Q					
	R					
	S					
	Т					

#### **NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	υ.	An Overview of Operational Excellence and Six Sigma in AlliedSignal Stephen A Zinkgraf, 1998, Quality Congress. ASQ's Annual Quality Congress Proceedings; ABI/INFORM Global. P.173.
	٧٠	Defect Rate Estimation for "Six Sigma" Processes Timothy S Vaughn, Fourth Quarter 1998, Production and Inventory Management Journal, 39, 4; ABI/INFORM Global, p.5.
	W	AlliedSignal Soars by building up suppliers Tim Minahan, Purchasing. Boston; Sep. 18, 1997. Vol 123, Iss. 4, pg.38 9 pgs.
	x ·	The Rise, Fall and Revival of Six Sigma Rob McClusky, Quality Focus; Second Quarter 2000; 4, 2; ABI/INFORM Global, p.6.

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYYY format are publication dates. Classifications may be US or foreign.

# Notice of References Cited Application/Control No. O9/747,645 Examiner Romain Jeanty Applicant(s)/Patent Under Reexamination GUPTA ET AL. Page 4 of 4

## **U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α_	US-			
	В	US-			
	С	US-			
	D	US-			
	Е	US-			
	F	US-		· · ·	
	G	US-			
	Н	US-	·		
	ı	US-			
	J	US-			
	К	US-			
	L	US-			
	М	US-			

## FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	0					
	Р					
	Q					
L	R				·	
	s					
	Т					

### **NON-PATENT DOCUMENTS**

_		
*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U 4	SPC Software (800)635-5901 IQS, retrieved from web.archive.org's webpage of IQS.com from 6 October 2000, pp.1-2.
	٧ ٠	Using dashboards and scorecards in a service industry Steven J Pautz. Quality Congress. ASQ's Annual Quality Congress Proceedings. Milwaukee:1998. p. 324 (7 pp.)
	w -	Best practices: The joy of Six (Sigma) Robert J Bowman. Distribution. Radnor:Aug 1997. Vol. 96, Iss. 9, p. 62-67 (4 pp.)
	x	

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.